



Indiana's Early Intervention System  
for Infants, Toddlers and their Families

# 2004 Annual Performance Report

July 1, 2003 to June 30, 2004

## A Message from the ICC Chair, Valerie Strohl

Dear Governor Daniels,

**O**n behalf of the members of the Interagency Coordinating Council on Infants and Toddlers, I am pleased to submit the annual report of the ICC.

During the 2003-2004 grant year, the First Steps system provided services to more than 19,000 children and their families, at an average cost of \$2,900.00 per child, well within national averages for early intervention services. Through the efforts of Eligibility Determination Teams, Peer Monitoring, Accountability and Quality Assurance measures, First Steps growth came in at less than 1% for the grant year.

As the system continues to evolve in fiscally challenging times, First Steps stakeholders will work diligently to hold costs, increase efficiency and contain growth, while simultaneously providing the services necessary to meet the developmental needs of our most vulnerable population.

This report includes a 'fact sheet' section, which reviews the First Steps mission and vision. The remainder of the report is organized around the five themes by which our activities are measured:

- ◆ Child Find
- ◆ Supervision
- ◆ Family-Centered Services
- ◆ Natural Environments
- ◆ Transition

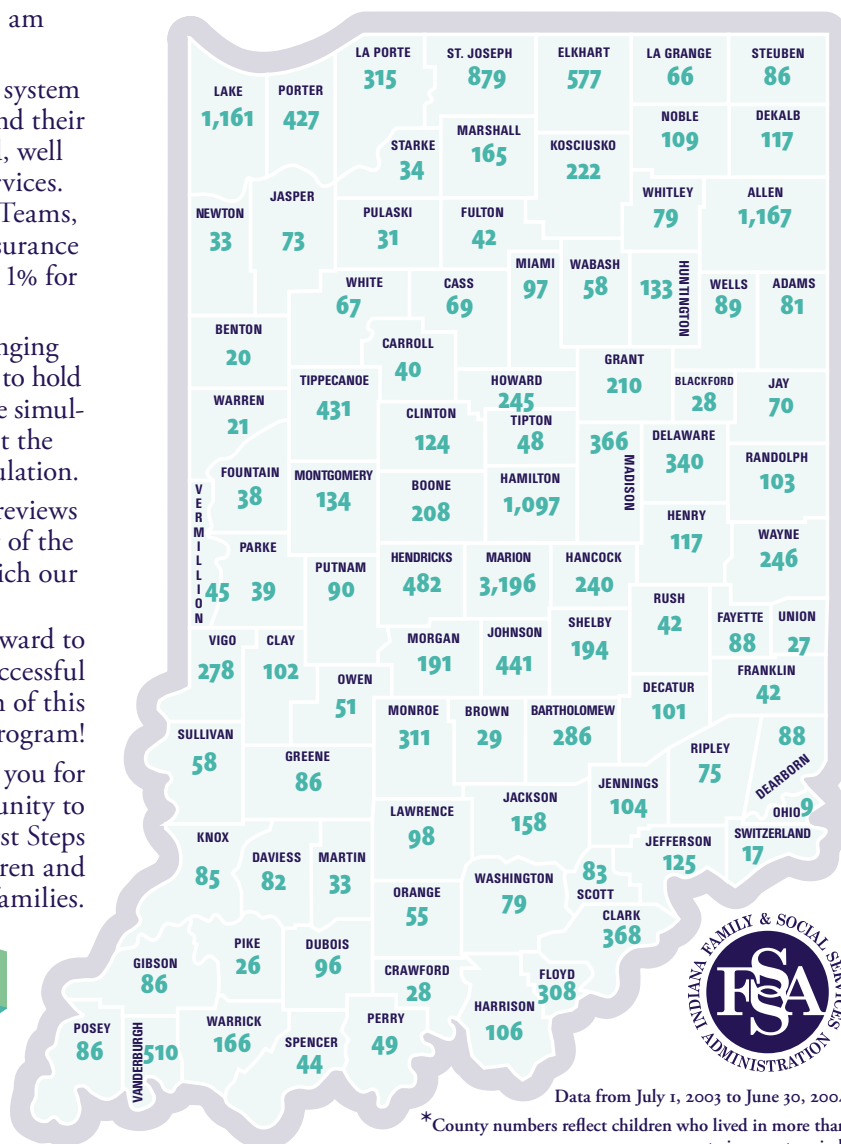
The ICC looks forward to the continued successful evolution of this great program!

Thank you for the opportunity to serve First Steps children and families.



## Statewide Child Count

An aggregate total of 19,040\* children received services through Indiana's First Step system.



Data from July 1, 2003 to June 30, 2004

\*County numbers reflect children who lived in more than one county in report period.



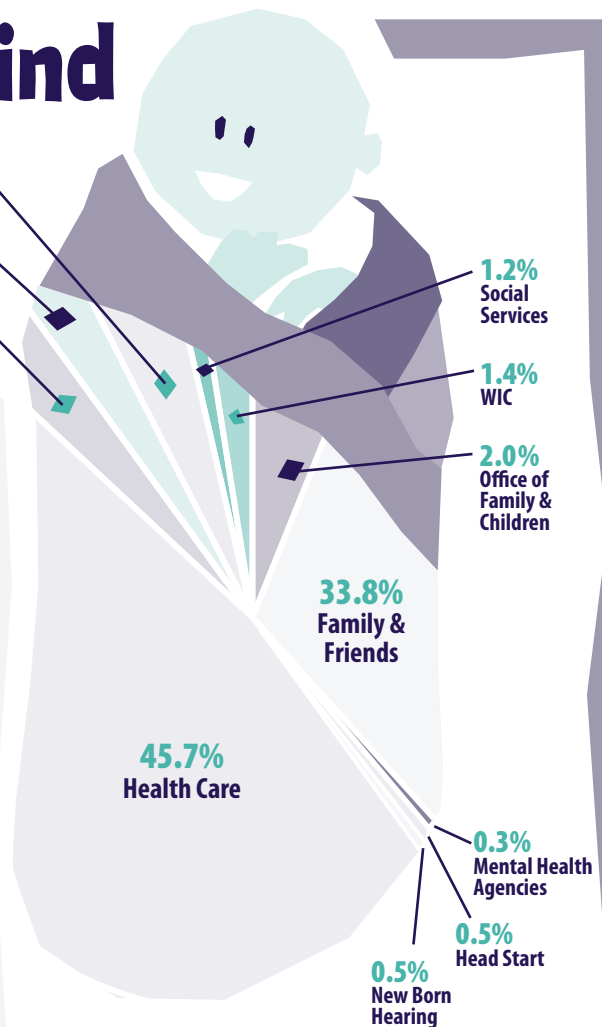
# Child Find

## Indiana First Steps

### SFY 2004 Primary Referral Source

#### Primary Referral Source by Year

|                             | SFY 2002 |       | SFY2003 |       | SFY 2004 |       |
|-----------------------------|----------|-------|---------|-------|----------|-------|
| Health Care                 | 8,619    | 46.0% | 9,588   | 48.2% | 9,640    | 45.7% |
| Family & Friends            | 6,007    | 32.1% | 6,455   | 32.4% | 7,124    | 33.8% |
| EI Providers                | 1,438    | 7.7%  | 1,226   | 6.2%  | 1,675    | 7.9%  |
| Other                       | 667      | 3.6%  | 747     | 3.8%  | 806      | 3.8%  |
| Healthy Families            | 668      | 3.6%  | 575     | 2.9%  | 615      | 2.9%  |
| Office of Family & Children | 594      | 3.2%  | 491     | 2.5%  | 425      | 2.0%  |
| Head Start                  | 80       | 0.4%  | 100     | 0.5%  | 103      | 0.5%  |
| New Born Hearing            | -        | 0.0%  | -       | 0.0%  | 114      | 0.5%  |
| Mental Health Agencies      | 57       | 0.3%  | 33      | 0.2%  | 58       | 0.3%  |
| WIC                         | 375      | 2.0%  | 453     | 2.3%  | 298      | 1.4%  |
| Social Service Agencies     | 215      | 1.1%  | 238     | 1.2%  | 244      | 1.2%  |



#### Eligibility\*

| Description                                  | SFY 2002 |       | SFY2003 |       | SFY2004 |     |
|--|----------|-------|---------|-------|---------|-----|
| 15% Delay in 2 or more Developmental Domains | 2,740    | 22.0% | 2,917   | 22.0% | 3,747   | 28% |
| 20% Delay in 1 Developmental Domain          | 6,729    | 53.0% | 7,091   | 54.0% | 6,995   | 53% |
| At Risk                                      | 683      | 5.0%  | 688     | 5.0%  | 597     | 4%  |
| Medical Conditions                           | 2,539    | 20.0% | 2,390   | 18.0% | 2,167   | 16% |
| Total  | 12,691   |       | 13,086  |       | 13,506  |     |

#### Indiana First Steps Average Age at Referral

|                         | SFY 2002 | SFY2003 | SFY2004 |
|-------------------------|----------|---------|---------|
| Average Age of Referral | 13.8     | 13.8    | 13.9    |

\*includes only children who had an initial or annual eligibility

# Supervision

## Funding and Fiscal Responsibility

Indiana First Steps Early Intervention System facilitates and coordinates federal, state, local, and private resources for the payment of early intervention services for Hoosier families. The following funds are managed directly by Indiana First Steps.

### All Sources of Funding for Early Intervention Services: Identification and Coordination of Resources

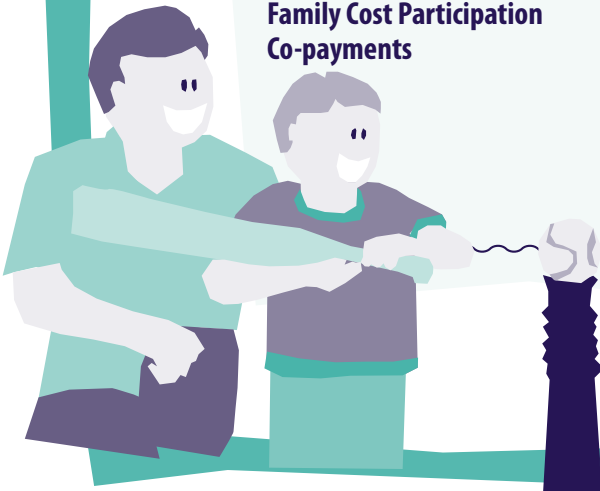
| Sources of Funding                    | Amount of Funding | Services and/or Activities Supported by Each Source  |
|---------------------------------------|-------------------|--|
| <b>Federal</b>                        |                   |  |
| Federal Part C                        | \$7,818,892       | All Services and Activities  |
| Medicaid Federal                      | \$7,734,780       | EI Medical Services, Intake, Eligibility, Claims, Personnel Development & Training, Quality Assurance, Child Find, System Coordination |
| TANF Federal                          | \$11,349,107      | EI Non-Medical Services  |
| <b>State</b>                          |                   |  |
| Early Intervention                    | \$17,778,588      | All services and Activities  |
| Medicaid State                        | \$3,335,268       | EI Medical Services, Intake, Eligibility, Claims, Personnel Development & Training, Quality Assurance, Child Find, System Coordination |
| SSBG State Supplement                 | \$5,000,000       | All Services   |
| TANF State                            | \$12,122,340      | EI Medical Services  |
| MCH/CSHCS State                       | \$138,684         | Intake and Eligibility   |
| <b>Local</b>                          |                   |  |
| Private Insurance, Fees               |                   | See Cost Participation section on next page  |
| <b>Other(s), Non-Federal</b>          |                   |  |
| Family Cost Participation Co-payments | \$220,637         | Services (Not IFSP, Evaluation, Service Coordination, Assistive Technology)  |

### Total Early Intervention Support

\$65,498,295

Report Period 07/01/03 to 06/30/04

**Contact:** by phone at 317-232-1144, 800-441-7837 (toll-free),  
or web at [www.state.in.us/fssa/first\\_step](http://www.state.in.us/fssa/first_step)



# Supervision cont'd

## Complaint Data

| Reporting Period            | Total Number of Complaints | Number of Substantiated Complaints | Primary Provider Types   | Federal Codes &/or Indiana Codes                                 | Content of the Complaint   | Finding                | Resolution                        |
|-----------------------------|----------------------------|------------------------------------|--------------------------|--|--|------------------------|-----------------------------------|
| July 1, '03 to June 31, '04 | 5                          | 5                                  | Service Coordinator (SC) | 34CFR303.23<br>470IAC3.1-10-2                                    | Service Coordinator Responsibilities<br>Service Coordinator Responsibilities   | Substantiated for both | Disenrolled                       |
|                             |                            |                                    | Service Coordinator (SC) | 34CFR303.23<br>470IAC3.1-10-2                                    | Service Coordinator Responsibilities<br>Service Coordinator Responsibilities   | Substantiated for both | Probation*                        |
|                             |                            |                                    | Service Coordinator (SC) | 34CFR303.23<br>43CFR303.344<br>470IAC3.1-10-02<br>470IAC3.1-11-4 | Service Coordinator Responsibilities<br>Content of the IFSP (transition)<br>Service Coordinator Responsibilities<br>SC Responsibilities (transition) | Substantiated for all  | Probation                         |
|                             |                            |                                    | Service Coordinator (SC) | 34CFR303.23<br>43CFR303.344<br>470IAC3.1-10-02<br>470IAC3.1-11-4 | Service Coordinator Responsibilities<br>Content of the IFSP (transition)<br>Service Coordinator Responsibilities<br>SC Responsibilities (transition) | Substantiated for all  | Provider disenrolled self         |
|                             |                            |                                    | Service Coordinator (SC) | 34CFR303.23<br>43CFR303.344<br>470IAC3.1-10-02<br>470IAC3.1-11-4 | Service Coordinator Responsibilities<br>Content of the IFSP (transition)<br>Service Coordinator Responsibilities<br>SC Responsibilities (transition) | Substantiated for all  | Probation<br>Supervision required |

\*SC supervisor was to submit supervision plan.

## Cost Participation

The Indiana General Assembly passed legislation requiring the First Steps System to implement Cost Participation (cost sharing) for families with incomes over 350% of poverty on April 1, 2003. While this program is still in its infancy, First Steps Financial Management has noted the following:

- Total co-pays submitted to the Central Reimbursement Office (CRO) through 6/30/04 were \$432,427.41
- Total co-pays after refunds / adjustments at CRO through 6/30/04 were \$425,330.02
- Total co-pays used by the State to offset cost of services through 6/30/04 were \$220,637.45
- Total co-pays billed to eligible families through 6/30/04 were \$611,948.48

It is important to remember that families eligible for Cost Participation are not charged for Evaluation, Assessment, IFSP development and Service Coordination services. Eligible families are charged for on-going therapeutic services. At any time, a family may request their income be reviewed and updated.

Challenges still remain for the First Steps System regarding the billing of private insurance. Several insurance companies are working with First Steps to help define this process. Anthem has agreed to be the first company to accept claims from First Steps and billing will be implemented in the near future.

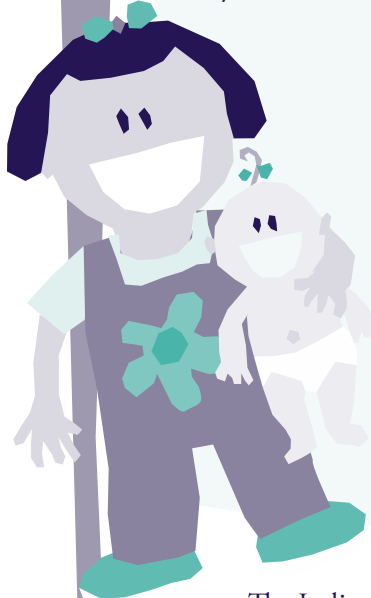
## Peer Monitoring

One of the lead agency's key responsibilities is providing general supervision of programs and activities served with early intervention funding. This process includes an on-site review in each cluster. The program includes the review of clinical documentation, early intervention records, random reviews of provider billing and credential documentation and interviews with parents, providers and local planners. The peer review is used primarily to provide the local LPCC with information to guide their improvement planning and activities as well as to identify technical assistance needs at the local level. In 2004, Indiana First Steps became part of the National Center for Special Education

Accountability Measures (NCSEAM), a national project that utilizes a system self-assessment with a Focused Monitoring Approach to improve the quality of services and processes in early intervention.

## Eligibility Determination (ED) Teams

At the end of June 2004, Indiana has initiated approximately 16 new Eligibility Determination (ED) Teams across the State. ED Teams are assigned to children as they enter the First Steps System and are responsible for completing initial evaluations, assisting in determining eligibility and developing initial IFSPs. ED Team members are an integral part of the child's IFSP team. Indiana's goal is to continue ED team implementation across the entire State.



# Supervision cont'd

## System Outcomes Project

### Evaluation of Indiana's First Steps Early Intervention System

Data collection for the First Steps Outcomes Project began in November, 2002 following a series of state-wide stakeholder forums which defined the outcomes to be addressed. The first six outcomes were designed to

determine if children and families served by First Steps are experiencing important benefits. This report summarizes data collected during the period from January 1, 2003 to June 30, 2004. Data collected from families as they entered the system (N=13,033) and exited the system (N=9574) is summarized below by outcome.

### First Steps Early Intervention System Outcomes

#### **Outcome 1: Children attain essential and important developmental skills.**

Over 87% of the children for whom both Entry and Exit information was available demonstrated an increase in the number of important developmental skills.

#### **Outcome 2: Children participate in inclusive community activities, settings and routines.**

Most of the children (83%) had participated in at least two different community activities and-or settings with their families in the past two weeks.

#### **Outcome 3: Children (and families) are safe, healthy, and well-nourished.**

At least 97% of the families reported the presence of all positive indicators for children's health such as seeing their doctor regularly and being up to date on immunizations; 99% reported knowing about and following recommended household safety measures such as the use of smoke detectors, car seats, and safe storage of poisons and firearms; and 99% reported having knowledge of proper nutrition.

#### **Outcome 4: Families participate as members of the early intervention team and carry out recommendations that help them to help their child.**

Over 99% of exiting families know and understand the First Steps process, including the purpose of the First Steps evaluation and IFSP, and felt they could participate as active members of their First Steps team.

#### **Outcome 5: Families are connected to other families, associations, and organizations for emotional support.**

At least 85% of the families reported knowing how to access at least one resource for emotional support.

#### **Outcome 6: Families advocate by exercising their rights in requesting and choosing goals, services and supports.**

Over 99% of families reported knowing how to exercise their rights, including how to problem-solve in situations when disagreements arose with their service providers.



## Transition

Indiana remains committed to improving transition experiences for families and young children through the leadership of the State Transition Team and ongoing support of Indiana's Transition Initiative for Young Children and Families. Joint funding from Family and Social Services Administration, and Indiana Department of Education, Division of Exceptional Learners supports Indiana's Transition Initiative through the Unified Training System. This collaboration supports a state transition coordinator and regional facilitators to provide technical assistance, training, and support to address transition issues to Indiana's ninety-two counties. First Steps providers and public schools are required members of the local transition teams that also include Head Start and other agencies that transition young children and families. During this reporting period the transition staff worked with multiple school corporations, First Steps Early Intervention staff, Head Start representatives, and families to improve transition.

Another major focus of the state transition coordinator

was to review local interagency agreements to identify procedural weaknesses and provide technical assistance on writing or re-writing local interagency agreements. Fifty-six transition agreements were identified representing 68 special education cooperative/school systems and 65 First Steps clusters and/or counties.

In October, 2003, agency representatives from Department of Education, Bureau of Child Development, Indiana Principal Leadership Academy, Indiana Association of Child Care Resource and Referral signed a position statement on transitions of young children affirming the necessity of a collaborative team approach within a community. That approach focuses on advanced planning and preparation of the child, family, and staff in transition planning and publicizing the availability of the state coordinator to assist in developing local transition teams. The statement was published and widely distributed.

The transition initiative links transition teams and others to transition materials and products at:

<http://www.indianatransition.org>.



# Natural Environments

## Numbers of children receiving authorized services

**Indiana's First Steps** has long embraced the federal mandate of providing services in a child's every day routines, activities, and places. In 2004 Indiana provided 94% of its services in the child's regular settings.

Indiana continues to place high emphasis on the implementation of activities that will reduce the number of days from referral to IFSP. Any IFSP over the 45 days must be documented and signed by the Service Coordinator and Parent/Caregiver. Indiana continues to improve upon compliance with the 45-day timeline.

Indiana's average number of days from referral to IFSP have steadily decreased from 38.3 to 37.9.

| Service Type          | # of children | Service Type           | # of children |
|-----------------------|---------------|------------------------|---------------|
| Assistive Technology  | 1,474         | Other Related Services | 143           |
| Audiology             | 3,269         | Physical Therapy       | 7,081         |
| Developmental Therapy | 8,450         | Psychology             | 361           |
| Health Services       | 0             | Service Coordination   | 17,524        |
| Interpreter Services  | 178           | Social Work            | 235           |
| Medical               | 3             | Speech Therapy         | 10,725        |
| Nursing               | 46            | Transportation         | 20            |
| Nutrition             | 792           | Vision                 | 65            |
| Occupational Therapy  | 6,682         |                        |               |

## Family-Centered Services

### Family to Family Initiative

Family to Family (F2F) continued to grow and expand in 2003–2004. Through outreach and networking activities, F2F Regional Facilitators and parent Points of Contact accomplished the following:

- Over 11,000 parent packets were distributed, 782 direct contacts were made with First Steps families. 52 parent point of contacts (POCs) were active during this contract period.
- 182 members were registered on the F2F list serv. From October 1, 2003 to September 30, 2004, 2,794 messages were posted to the list serv.
- 20 new families interested in Local Planning and Coordinating Council (LPCC) membership were identified.

Family to Family is committed to working with existing systems, groups, and initiatives to develop a comprehensive approach to supporting the needs of families.

### Parent Leadership Team

The ICC was the recipient of a Parent Leadership grant in May 2004 and a team of ICC parents developed a plan to

build on the existing foundation of family involvement in the First Steps system. A series of family celebrations were planned in several communities around the state designed to:

- Provide networking opportunities for First Steps families
- Gather feedback from families for the ICC
- Connect families to local resources
- Identify more parent leaders
- Connect with under-served populations

The results of the gatherings will be available in the next reporting period.

### Family Involvement Fund

Families who participate in various learning opportunities report growth in information and knowledge that they will use to better support their children with special needs. Eight hundred and fifty-five (855) families accessed the family involvement fund to support their educational activities during this grant year.

## A Message from the Part C Coordinator—Dawn Downer

This year, like many before, Indiana has continued to build on the success of its Early Intervention system. This year's primary focus has been to support quality improvement initiatives to reinforce our current system. We are pleased with the current data regarding child and family outcomes. In addition, onsite monitoring of program compliance supports our progressive approach to early intervention services.

Our emphasis in the coming year will continue to be data collection and ongoing quality improvement of service

delivery as we work together to meet the needs of Indiana's families and children. This objective will be accomplished by delivering quality direct service, ongoing provider education and ongoing needs assessments. Together with parents, providers, state staff, and community members, we have come together to strengthen a system that continues to lead the nation in early intervention programs. As the Part C Coordinator, I am very pleased to share with you the annual report of the ICC.